

City of San Antonio

ANIMAL CARE SERVICES



Advisory Board

FY 2021
ANNUAL
REPORT



DIRECTOR'S DESK



Shannon Sims,
ACS Director

It's been an eventful year at San Antonio Animal Care Services—for the department...and certainly for myself. I am humbled to have been named the new ACS Director after close to a year serving in the position as the interim. I pledge to work in partnership with our stakeholders and our community to protect pets and the public. In the past fiscal year, Animal Care Services has continued to retain a 91% placement rate to build on our encouragement to the community to be responsible pet owners. This is vital as we are seeing more dogs come into ACS this fall. With the cooler weather generally comes a seasonal dip in shelter intake; however, the lingering effects of the pandemic have our rescue partners feeling the heat as well with the increase in litters and other pets being brought in from the community. These are not increased “owner surrendered” pets; rather the impact of the community-wide reduction in pet sterilization due to Covid. With October's intake seeing an 18% increase from last year, the influx is causing an enormous amount of stress on the ACS system and that of our hardworking rescue community. More than ever we will need to work closely with our counterparts so that we can save as many animals as we

can in this tough year ahead of us. And while it will take a team effort to alleviate the need for euthanasia of healthy, adoptable animals, ACS is already forming a new team tasked with working directly with high-risk families. The goal of the Case Management program will be to ensure compliance with San Antonio's animal laws, reduce recidivism and help struggling families keep their pets at home. Five new positions will support the initiative which is the *first of its kind in the nation*. Offsite spay/neuter surgeries, dog houses, vaccinations, and more will be offered to program participants as ACS team members try to evaluate the needs of every resident issued an animal-related citation in San Antonio. Depending on the resident's income level and needs, the team will use a variety of techniques from simply answering questions and offering advice to the hands-on provision of resources. Staff with the Case Management Program will also work closely with the Municipal Court and City Attorney's Office to ensure residents are given enough time to come into compliance if they are making a good-faith effort, and that residents show up to court when needed. As always, ACS will work with supportive partners like our rescues and our low-cost animal wellness service providers to encourage greater community engagement. I'm hopeful that the previously briefed initiatives and new, innovative and workable ideas will enable this team to be successful in 2022. After all, collaboration, community, and compassion save lives.

CHAIR'S CORNER



Rita Braeutigam,
Advisory Board Chair

The ongoing pandemic has made a huge impact on the community and that includes Animal Care Services. The effect hasn't been what you might think though. There's been no influx of owners surrendering their pets. Instead, ACS and the local rescue community are seeing more animals coming in due to the ongoing game of “catch up” our spay neuter clinics have been involved in. Thankfully, placement rates have remained stable compared to last year but the struggle to get pets sterilized has resulted in higher numbers than we usually see at this time of year. ACS is examining ways to address that higher intake but you can help as well. Residents with pets can embrace responsible pet care and partners can work with ACS to enhance their lifesaving efforts. We know not everyone can adopt, foster or even volunteer but it's easy to advocate for a more humane San Antonio that benefits both pets and people.

Homeward bound thanks to microchips

“I wonder if he will still remember me?” This is the thought that ran through Mr. C’s head as he waited to see Samson for the first time in 10 years. ACS sees stories like Samson’s more often than you think—a lost pet and an owner getting the happy call their companion animal has been found. It’s all connected to the power of the microchip! Samson’s story was unusual though. Samson went missing a decade ago and it broke his family’s hearts. They did everything they could to find him but never did. Still, they never forgot him. Samson was brought into ACS care along with six other abandoned dogs he had been with. He was in pretty rough shape, dirty and covered in fleas. Before he was able to get treatment, he was scanned for a microchip – and ACS staff found one! Mr. C was shocked to hear that Samson had been found, and rushed over to SAACS. He was so anxious to see his dear Samson after so many years but finally, it was time for the long awaited reunion. Mr. C knelt down and said softly, “Samson, it’s me. Do you remember me?” Samson gently and slowly walked up to him and sniffed his hand. Staff could tell Mr. C was holding back tears as he said, “They took the better years from us.” Thankfully, now that Samson is home with his family he has time to make some new memories—all connected to the power of the microchip!



Yoshi shares that similarity with Samson in that he was separated from his owner and lost on his own. Yoshi’s reunion came much faster though after his family reached out to SAACS via Facebook. “We had no idea where to start our search for him. But thankfully, with your prompt response, I was able to locate him on the pet search link you provided me with...and we had him home within the hour...Words cannot express our gratitude for you helping us bring our family member home.” Losing a pet can be terrifying, but ACS is here to help. Consider what happened recently with Ms. C who messaged ACS on Facebook frantic to find her lost pet, Yoshi. ACS staff was able to walk her through the process and provide her all the resources to start her search. Within 30 minutes ACS received another message, “Literally just found my dog on the website you provided! And we are in route to pick him up and bring him home now,” said Ms. C. It’s a great feeling to help folks like Yoshi’s family get back their furry family member (and he looks pretty psyched about it as well).

Turns out Yoshi’s pack had just moved into a new home and this young man did a bit of exploring without permission. Good thing he was microchipped! ACS gets many messages and calls about lost pets and how to find them. When ACS gets these inquiries they do everything they can to help and can assure you the shelter is already looking for signs of ownership when a pet comes in. So how can you help? Microchip your pets (it’s the law after all), make sure they are always wearing a collar and add a tag too. Fix any fence problems and keep those gates closed. If you do ever find yourself looking for a lost pet, check the shelter and our resources on www.saacs.net. Most of all, don’t give up hope. It is not clear what happened to Samson and Yoshi in the time they were lost, but the power of microchips holds true—whether it’s been a day or a decade.



Picatso comes clean

With a name like Picatso, you know here's an artist who really immerses himself in his painting... Really gets INTO his artwork! All kidding aside, ACS isn't sure what happened, but this kitten came to the ACS campus completely covered in paint. A good Samaritan found him and knew they just had to help. They brought him to ACS, where the intake team quickly brought him straight to the veterinary clinic. The vet

team had to try a few different things but eventually learned that mineral oil did the best job getting the paint off. Still, it was not easy to get off. The vet team worked gently and patiently as they worked together to make Picatso feel better. He was a champ, too, just as patient during the process. ACS is happy to announce that the rescue partners at Animal Defense League of Texas picked him up just a couple days later and are helping him on his journey of finding a forever home... While Picatso gets ready for his next masterpiece, we're sure you'll agree his story has painted the purrfect picture of teamwork.

What does the fox say?



As it turns out, it's probably something along the lines of "HELP!" Recently, ACS received a call about a baby fox stuck on a very high window ledge of a building under renovation downtown. Officer Olivares was first on the scene and quickly knew there was no way to help the little guy without backup and a ladder. A tall one. Officers Snowden, Delacruz, and Saucedo quickly made the scene with a ladder but discovered it was still too short. Time to call in friends from the San Antonio Fire Department! The crew from Platform One showed up with ladders in tow, which were just the right size to help the stranded fox who we were already calling River.

While SAACS officers and firefighters worked together to position the ladder for Officer Olivares, passers by, Riverwalk tourists, and downtown workers watched the drama unfold. Officers from San Antonio Police Department worked crowd control as Officer Olivares carefully climbed up to rescue the little guy (who calmly watched all the action from his second-story perch). A cheer went up from the growing crowd when River was gently placed in the carrier as officers hoisted it to safety. River was taken straight away to Wildlife Rescue & Rehabilitation, Inc. where he would be in the best of hands. Rescue missions like this, where the city comes together for one single purpose, highlight what the community can do when we work together.

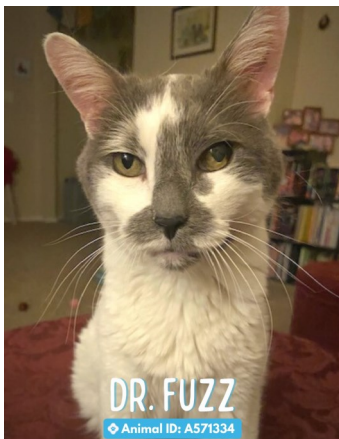


Dr. Fuzz needed stat!

Sometimes ACS gets a story from a foster volunteer that has to be shared “as is”...this is one of those stories. It highlights the unique skills and purr-spective (see what we did there?) of one of our longest running foster cats—Dr. Fuzz. “Meet the distinguished Dr. Fuzz. Graduating top his class from the prestigious Harvard Meowdical School, Dr. Fuzz is a shining star in the field of psychology. First published while still working on his meowdical degree, Dr. Fuzz's psychological insights in his work Hoover, Nobody Scares Cats Like You: A Psychological Insight Into the Feline Vacuum Terror Reflex (Harvard Press, 2012) is lauded as one of the most meaningful psychological diagnostics into the relationship between cats and vacuum cleaners. Other works, such as Occam's Meower: The Simplest Solution is to Meow at Everything (Journal of Ameowican Psychology, 2014) and Examinations in Feline Optimism and Pessimism: Does the Hole in the Middle Make the Food Bowl Half Empty or Hall Full? (Purrsonal Psychology, 2015) have been hailed as some of the greatest psychological breakthroughs of the 21st century. Dr. Fuzz is now known as the foremost CTE (cat traumatic encephalopathy) expert in the world. Daily, he dedicates himself to headbutting the world around him to see how it functions, and headbutting any humans that come within his reach to see if his CTE



@sanantonioacs



DR. FUZZ
Animal ID: A571334

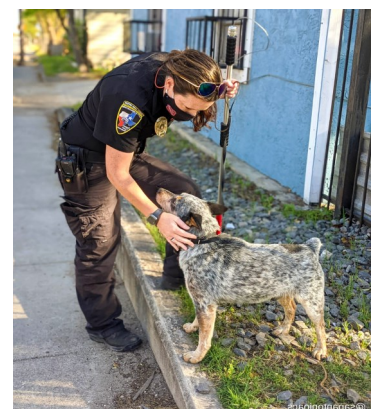


@sanantonioacs

protocol will produce the desired effect of giggles and smiles, and a surplus of treats to his belly.” C’mon, who amongst us hasn’t felt like their cat wasn’t running some sort of psychological experiment on them 24 hours a day?! ACS super foster Sarah Wildey-Richmond has been caring for Dr. Fuzz for more than a year and has helped him through a serious ailment. All better now, this patient turned doctor is ready to make rounds with a new family and this purrsonal therapist is happy to make room on the couch for you! Check out Dr. Fuzz on Instagram @dr.fuzz_cte_expert and Facebook @DrFuzzACS. His ACS ID is A571334.

Staff spotlight-Bethany Snowden

The ACS Field team’s newest supervisor is making humane animal control look as easy as 1-2-3...in fact, Officer Bethany Snowden has been with the City shelter for 3 years now working her way up from a first responder. Before that, she worked with all kinds of mammals and birds at the San Antonio Zoo. Snowden takes great pride in not only being able to serve the community she lives in, but also in helping residents become better pet parents. Thank you, Officer Snowden, for all you do to serve and protect our community. With your knowledge, skills, and steady commitment, you make San Antonio a safer city for all of us!

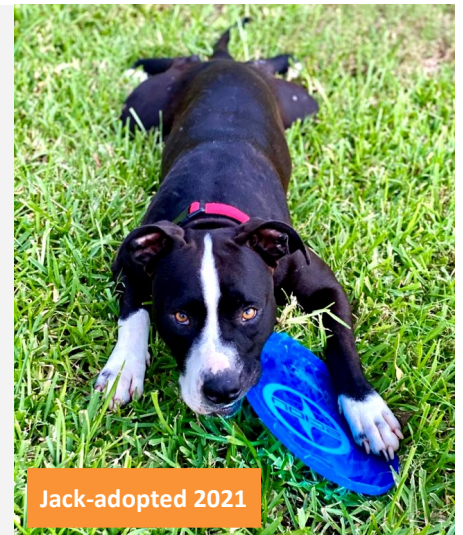


FY 2021 4TH QUARTER PERFORMANCE

Analysis of the annual metrics for Fiscal Year 2021 will be a comparison of the results for Fiscal Year 2021 and the average of respective metric totals for the previous three years (Fiscal Year 2018, Fiscal Year 2019, and Fiscal Year 2020). Annual Fiscal Year 2021 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

INCREASING THE LIVE RELEASE RATE

Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Some of the ways in which ACS is pushing to maintain and raise the Live Release rate: Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners.

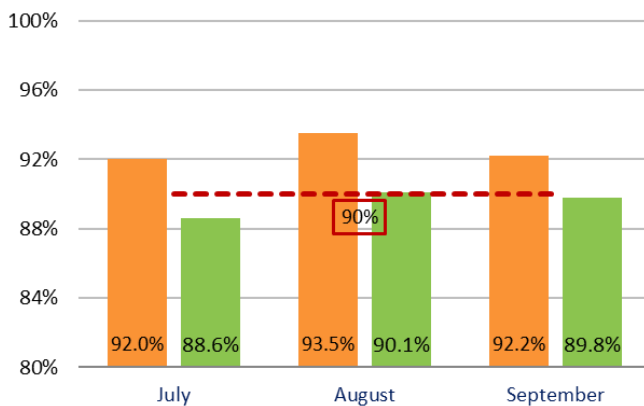


Live Release Rate

FY21 Annual Goal: 90%

FY21 Q4 Results: 89.4%

FY18-FY20 Q4 Avg. Results: 92.5%

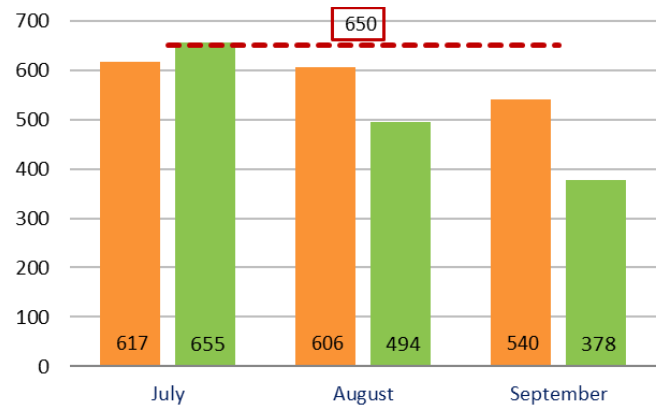


Adoptions

FY21 Annual Goal: 7,800

FY21 Q4 Results: 1,527

FY18-FY20 Q4 Avg. Results: 1,763

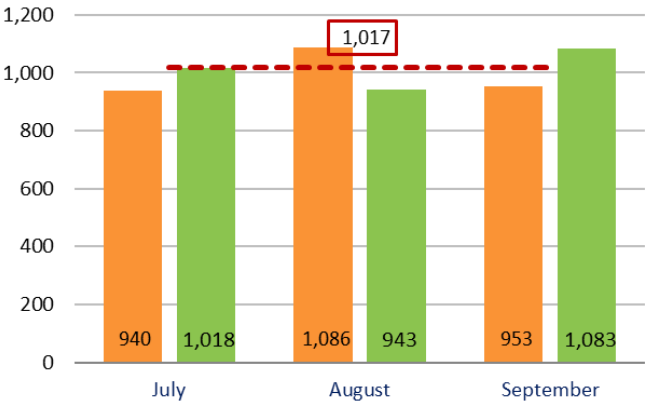


--- FY 2021 Target Prior 3 Year Average FY 2021 Actual

INCREASING THE LIVE RELEASE RATE (CONT'D)

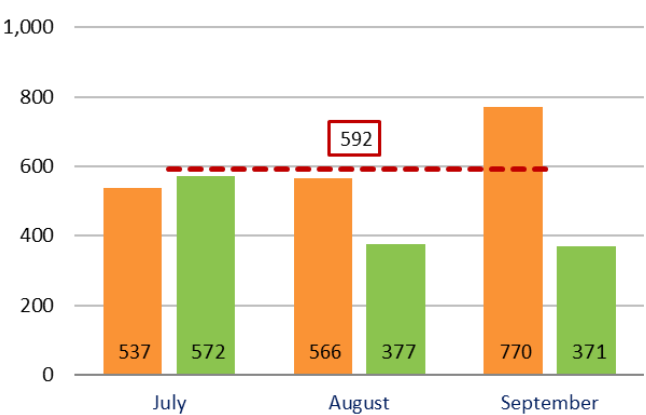
Rescues

FY21 Annual Goal: 12,200
FY21 Q3 Results: 3,044
FY18-FY20 Q4 Avg. Results: 2,979



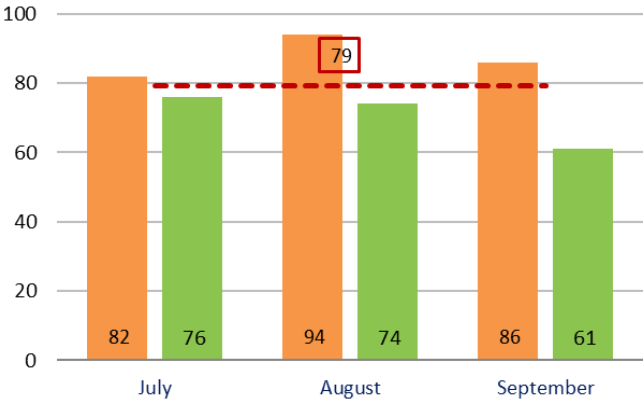
Return To Owner

FY21 Annual Goal: 7,100
FY21 Q4 Results: 1,320
FY18-FY20 Q4 Avg. Results: 1,873



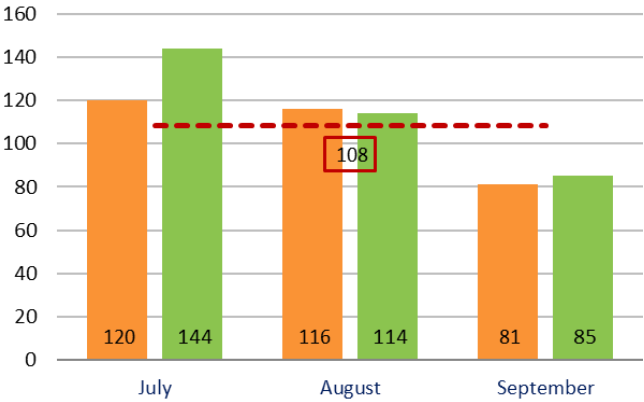
Trap Neuter Release

FY21 Annual Goal: 950
FY21 Q4 Results: 211
FY18-FY20 Q4 Avg. Results: 262



Pets Fostered

FY21 Annual Goal: 1,300
FY21 Q4 Results: 343
FY18-FY20 Q4 Avg. Results: 317



--- FY 2021 Target Prior 3 Year Average FY 2021 Actual



CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

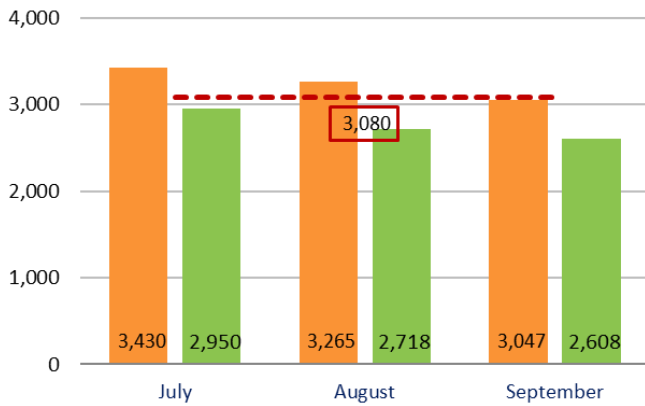


Total Spay & Neuter Surgeries

FY21 Annual Goal: 43,455

FY21 Q4 Results: 8,276

FY18-FY20 Q4 Avg. Results: 9,742

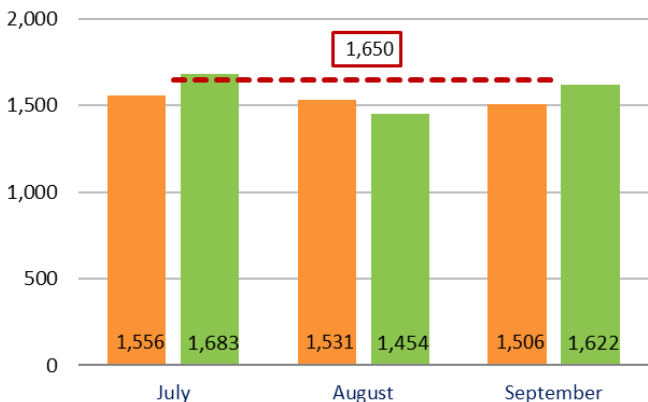


Deceased Dog/Cat Pick-up*

FY21 Annual Goal: 19,800

FY21 Q4 Results: 4,759

FY18-FY20 Q4 Avg. Results: 4,593

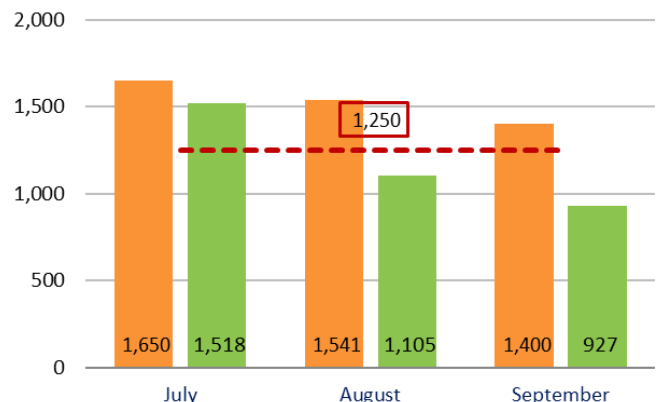


Microchips Registered

FY21 Annual Goal: 15,000

FY21 Q4 Results: 3,550

FY18-FY20 Q4 Avg. Results: 4,591



* In this metric a lower number means a greater success.

--- FY 2021 Target

■ Prior 3 Year Average

■ FY 2021 Actual

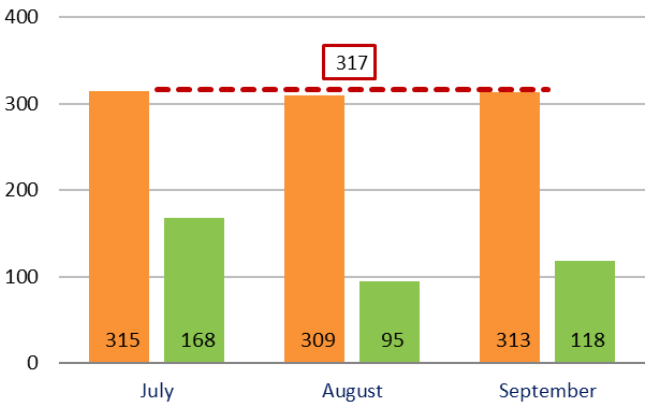
ENHANCED ENFORCEMENT

Animal Care Services’ (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by the ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to legally defined dangerous/aggressive dogs as well as animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has lead to an increase in legally monitored animals, violations written, and cruelty cases filed.



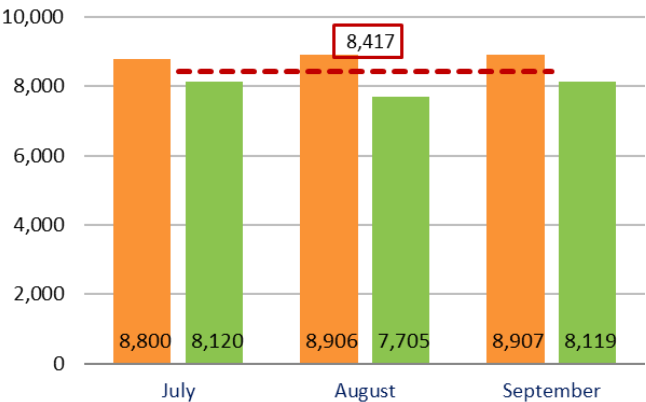
Pets Returned to Owner-Field

FY21 Annual Goal: 3,800
FY21 Q4 Results: 381
FY18-FY20 Q4 Avg. Results: 937



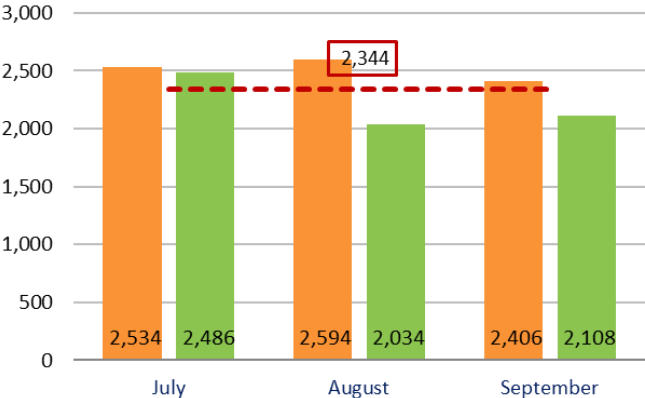
Calls for Service Requests

FY21 Annual Goal: 101,000
FY21 Q4 Results: 23,944
FY18-FY20 Q4 Avg. Results: 26,613



Impoundments

FY21 Annual Goal: 28,130
FY21 Q4 Results: 6,628
FY18-FY20 Q4 Avg. Results: 7,534

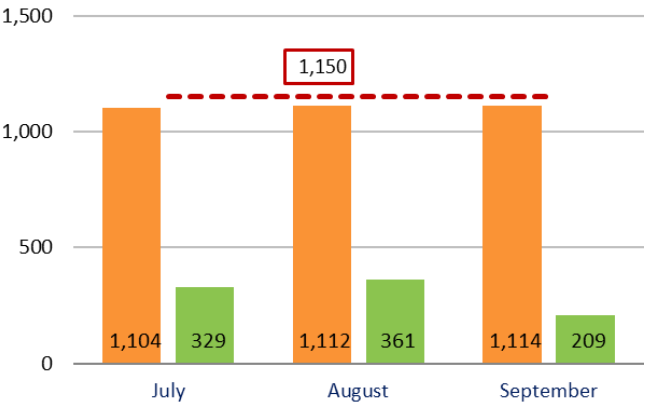


--- FY 2021 Target Prior 3 Year Average FY 2021 Actual

ENHANCED ENFORCEMENT (CONT'D)

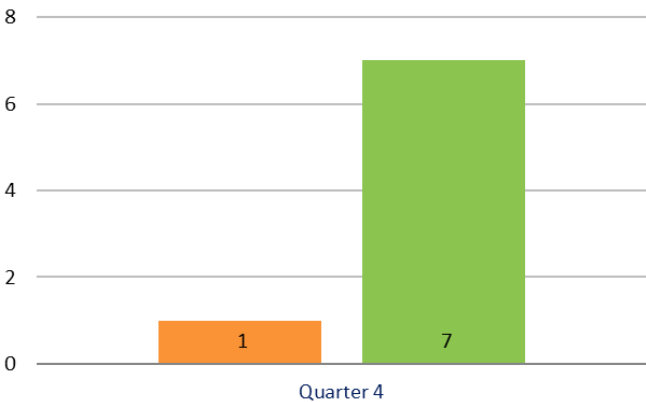
Citations Written

FY21 Annual Goal: 13,800
FY21 Q4 Results: 899
FY18-FY20 Q4 Avg. Results: 3,330



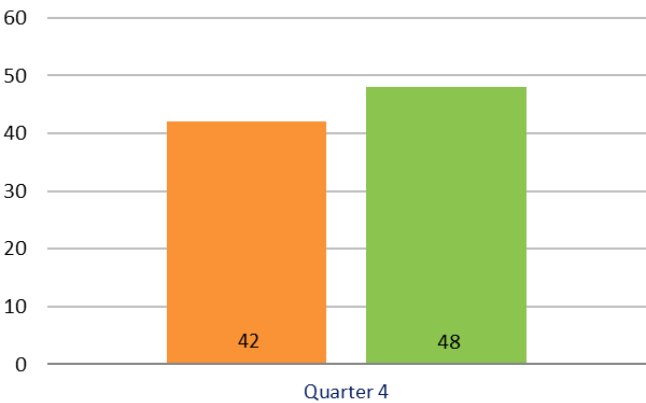
Serious Bodily Injuries

FY21 Q4 Results: 7
FY18-FY20 Q4 Avg. Results: 1



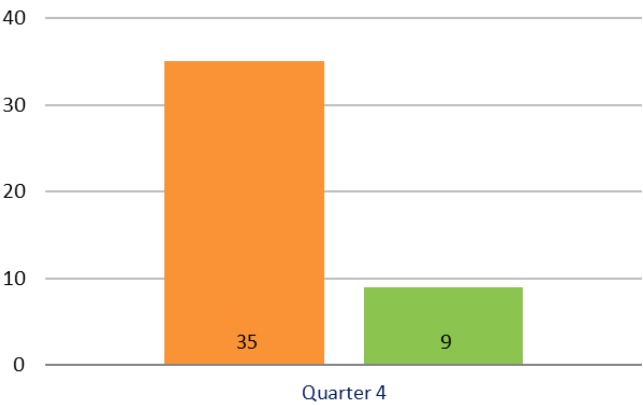
Aggressive/Dangerous Designations

FY21 Q4 Results: 48
FY18-FY20 Q4 Avg. Results: 42



Cruelty Cases Filed

FY21 Q4 Results: 9
FY18-FY20 Q4 Avg. Results: 35



--- FY 2021 Target Prior 3 Year Average FY 2021 Actual



ENGAGE & EDUCATE THE COMMUNITY

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through strategic outreach efforts including digital engagement and promotion, the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes digital outreach efforts as well (effective February 2020).

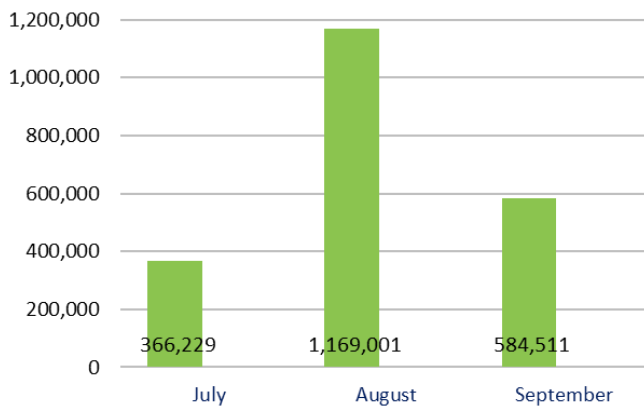


Digital Reach*

FY21 Annual Goal: N/A

FY21 Q4 Results: 2,119,741

FY18-FY20 Q4 Avg. Results: N/A

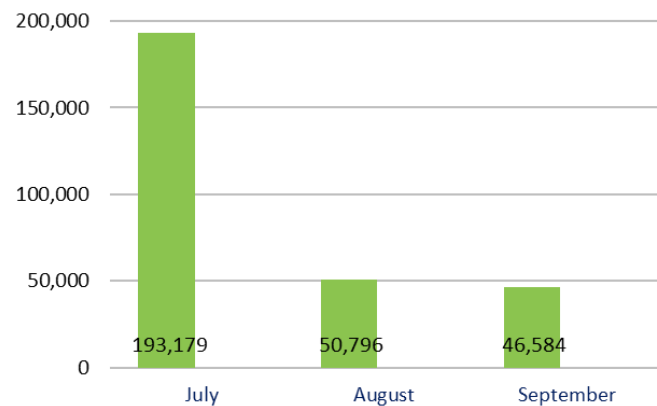


Digital Engagement*

FY21 Annual Goal: N/A

FY21 Q4 Results: 290,559

FY18-FY20 Q4 Avg. Results: N/A



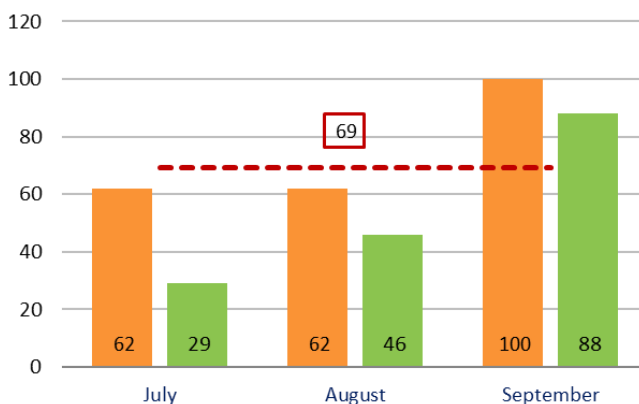
* These metrics were adjusted in FY21 and do not include prior years

Media Interactions

FY21 Annual Goal: 830

FY21 Q4 Results: 163

FY18-FY20 Q4 Avg. Results: 224



--- FY 2021 Target

■ Prior 3 Year Average

■ FY 2021 Actual



City of San Antonio

ANIMAL CARE SERVICES



Advisory Board

FY 2021 ANNUAL REPORT

DO YOUR DOO-TY.



**It's the law and it helps
us protect our waterways.**

We get it. Poop happens. That's why Animal Care Services started a new partnership with the City Public Works department which oversees our community's storm water drains. It turns out improperly disposed of pet waste can easily contaminate our beautiful San Antonio River. Our two departments started a multi-faceted public awareness campaign in the latter half of FY2021 that's continuing to this day. In addition to colorful reminder signs for owners to "do their dooty" to help protect our waterways, the initiative also encourages compliance with cleanup items for all ACS adopters. A limited number of yard signs are also available for residents who want to encourage passers-by to scoop the poop. The effort is aimed at not only protecting our River but also keeping our neighborhoods and parks cleaner. Did we mention it's also the law? Remember! Grab it, bag it, trash it. Doo it



CITY OF SAN ANTONIO
PUBLIC WORKS
DEPARTMENT



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